

**INFORMATION TECHNOLOGY SPECIALIST**

(Competitive Class)

**DISTINGUISHING FEATURES OF THE CLASS**

This class comprises a responsible, non-supervisory position, the primary duties of which include acting as the computer network administrator for the fire department. The Information Technology Specialist is responsible for the maintenance and repair of the computer/network system of the fire department, managing computer/network equipment and supplies, computer programming, and database maintenance. The Information Technology Specialist provides technical assistance to fire department employees in the operations of computer/network equipment. The Information Technology Specialist works under general supervision, reporting to and having work reviewed by the Chief of Administration.

**EXAMPLES OF WORK**

Examples listed below are illustrative only. They are not intended to include all duties which may be assigned, neither are they intended to exclude other duties which may be logical assignments to this class.

Serves as computer network administrator. Determines how the department computer/networking system should be organized. Designs, implements, and maintains both wide area and local area data networks for the department. Assists network providers in setting up computer network and overseeing the maintenance of the network. Implements and maintains department telephone switches and network servers. Monitors network to ensure that network is available to all system users. Maintains the fire department website, email accounts, and user access to internet.

Provides administrative services such as password assignment and maintenance and security troubleshooting. Records problems which occur, such as down time, and actions taken. Maintains security of department's licensed software. Resolves data communication problems. Responds to inquiries concerning problems with systems and/or operations and performs remedial actions to correct problems based on knowledge of system operation. Enters diagnostic commands into computer and determines nature of problem to assist operators to resolve network communication problems.

Installs hardware and peripheral components, such as monitors, keyboards, printers, and disk drives following design or installation specifications. Loads software such as operating systems, word processing, or spreadsheet programs into computers. Maintains equipment replacement schedule. Installs, modifies, and makes repairs to department computer hardware and software systems and provides technical assistance and training to system users.

Maintains records of all software license agreements and performs software audits to insure compliance with agreements.

Locates repair services and arranges for repairs and maintenance of all department computer equipment or operating systems. Inspects equipment or property after repairs to see that repairs were properly accomplished. Inspects and makes repairs to network wires and cables.

Designs, implements, and maintains a computerized fire department records management system, including developing and recommending policies for its use. Examines and evaluates existing records management system in order to develop new procedures or to recommend improvements in systems format, use, and control. Confers with department personnel to identify problems and to gather suggestions for improvements to records-management systems. Assures that the departmental records management system is kept current and maintained for the purposes of tracking departmental activity.

Develops a formal training program for all computer/network functions of the department and sees that such program is properly supplied with training resources. Evaluates training needs for computer operations and provides for department training or outside training to meet the needs of the department. Serves as an instructor for training courses and provides on-the-job training for new employees. Prepares written procedures and manuals to be used by department personnel in the operation of the computer systems and applications. Instructs users in the use of equipment, software, and manuals.

Prepares correspondence and develops new forms for departmental reports for the dissemination of information relative to the records management systems. Supervises the preparation and maintenance of departmental records and reports by inspecting systems and facilities for keeping records. Reviews records retention schedules and record-keeping requirements to determine timetables for transferring active records to inactive or archival storage, and for destroying obsolete or unnecessary records. Reads graphs, charts, manuals, records, reports, or related department documents. Runs queries as needed to obtain information for fire department reports.

Makes recommendations for the purchase of computer network equipment, hardware, and software. Meets with division heads to review requests for computer equipment and software. Meets with computer hardware and software vendors to review products related to the departmental computer/networking system. Orders and distributes supplies and equipment as required. Maintains inventory records on all department owned computer hardware, peripherals, and communications/radio equipment.

Prepares and submits to the proper authority an operating budget for the Information Technology Division of the department. Assists with the departmental budget by gathering information to be used. Assists in writing grants for the fire department. Prepares purchase requisitions according to departmental procedures.

Promotes a positive image of the department in the daily performance of duties by interacting with the public, and state and local agencies. Provides assistance to other public safety agencies during emergencies in order to share information and data. Answers telephone calls coming in on assigned lines and handles routine matters or transfers caller following department procedures.

Performs any related duties assigned.

#### **QUALIFICATION REQUIREMENTS**

Unless otherwise specified, all requirements listed below must be met by the filing deadline for application for admission to the examination.

Must meet all requirements of the Municipal Fire and Police Civil Service Law, including being a citizen of the United States, and of legal age.

After offer of employment, but before beginning work in this class, must pass a physical examination, the selection and administration of which shall be authorized by the Appointing Authority, designed to demonstrate good health and physical fitness sufficient to perform the essential duties of the position, with or without accommodation.

Must present documentation indicating, at a minimum, that the applicant has met the minimum high school graduation requirements necessary to receive a high school diploma as established by the state of Louisiana Board of Elementary and Secondary Education. Such documentation shall include at least one of the following: high school diploma, high school transcript, certificate of equivalency, affidavit from the issuing high school, college diploma, or college transcript, any one of which must indicate that graduation has occurred or a degree awarded. A certification of completion shall not be sufficient to substitute for certification of graduation.

Must possess and maintain a valid driver's license.

Must have a minimum of three (3) years experience in electronic computer or communications equipment related field with a working knowledge in data and telecommunications systems, including installing and maintaining Local Area Networks.

STTAM#1	06-25-09
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